



Lionsview

SENIORS PLANNING SOCIETY

Seniors Working Group Survey 2024

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Summer 2024 Survey Results



Seniors Working Group: a space for service providers to collaborate, discuss, and support one another through monthly get-togethers.

Survey Objective: to gain feedback and improve service delivery.

- **16 questions**
- **10 responses**
- **Open ended and multiple-choice questions**

Getting to know you...

Q1: How long have you been a member?

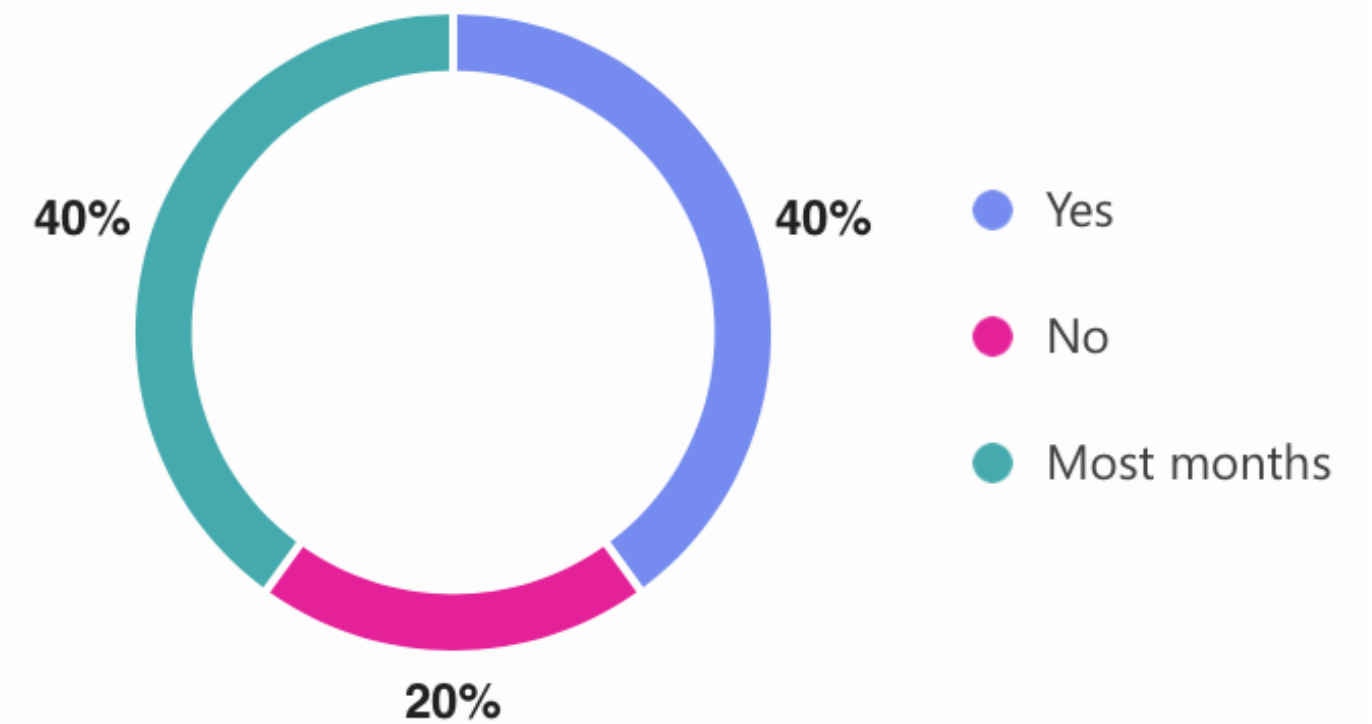
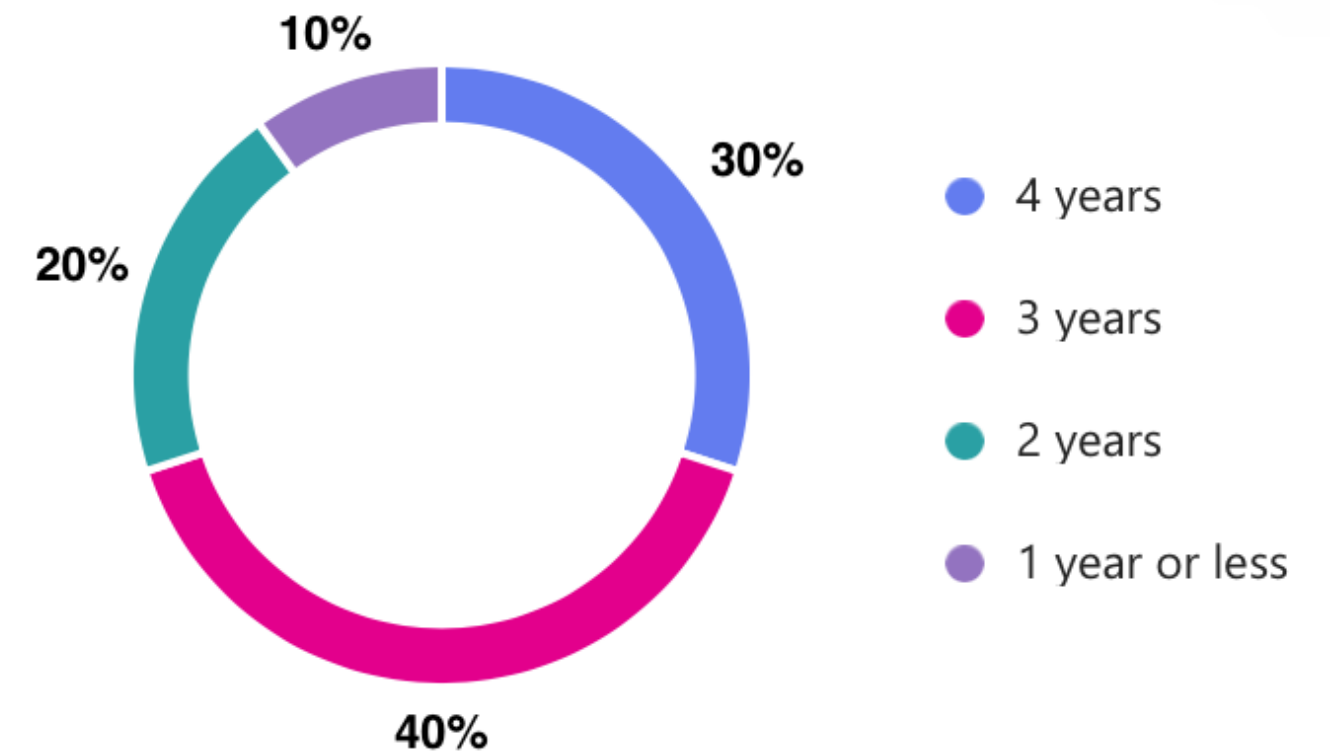
Question type: multiple choice

Responses: 10

Q2: Do you attend monthly?

Question type: multiple choices

Responses: 10



Getting to know you...

Q3: Who is the primary demographic that your organizations serves?

**Communities
disproportionately impacted by
emergencies and disasters**

All Ages

**West Vancouver
Residents**

Older Adults

Families

Health-Conscious Seniors

**Residents, Businesses, & Visitors of
the City of North Vancouver**

Question type: short answer

Responses: 10

Addressing the Challenges

Q4: What challenges have you faced over the past year in supporting seniors?

Funding

“Never enough time, money, or resources.”



Volunteer Recruitment & Retention

Recruiting and retaining volunteers post-COVID.



Housing Instability

Finding suitable housing supports and housing solutions for seniors.



Staffing Costs

Supporting staff with a living wage despite funding challenges.



Mental & Physical Health Challenges; Social Isolation

Reaching and providing services to a population with diverse and complex health and social needs



Effective Communication

Communicating effectively with seniors given the technological divide. Difficulty reaching non-English speaking and isolated seniors.



Burnout & High Turnover

Mitigating high staff turnover due to burnout.



Food Insecurity & Accessible Transportation

Supporting seniors to find affordable and reliable food and transportation.



Emergency Preparedness

Lack of supports for seniors during emergency events such as apartment fires or extreme weather events.



Question type: long answer

Responses: 10

Addressing the Challenges

Q5: How can the SWG help address the challenges you have faced?

Actively and collectively assess seniors' needs and service gaps

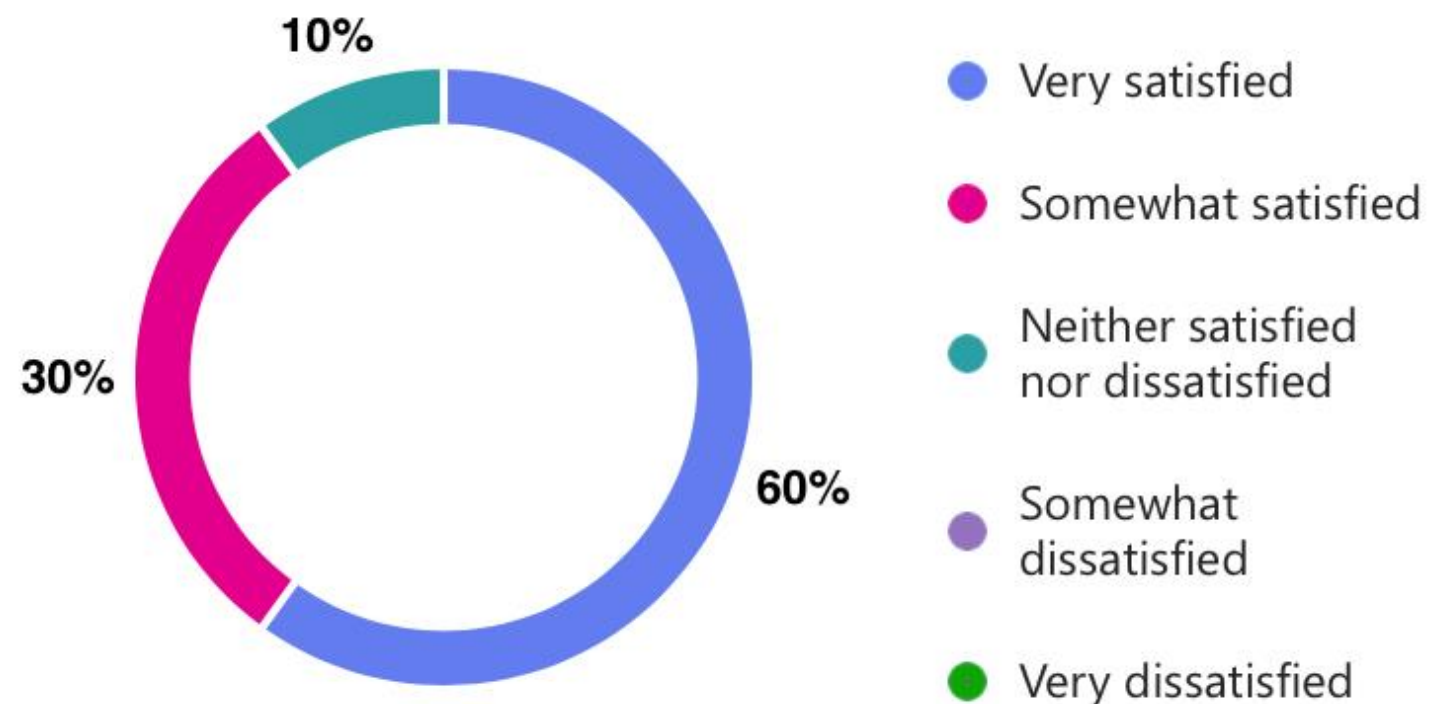
Joint funding applications; continue to facilitate opportunities to engage with partner agencies.

Sharing information, knowledge, and approaches

Promotional opportunities to share existing programs

Collaborative problem solving; Opportunity to have open discussions

Satisfaction Rates



Q6: How satisfied have you been with the meetings over the past year?

Question type: multiple choice

Responses: 10

Q7: What have you found most useful about the SWG?

Collaboration:

- applying for grants
- connecting with other members
- opportunity to connect instead of compete with other local agencies
- planning services together, understanding most effective ways to do inter-referrals, seeking collective funding

Information Sharing:

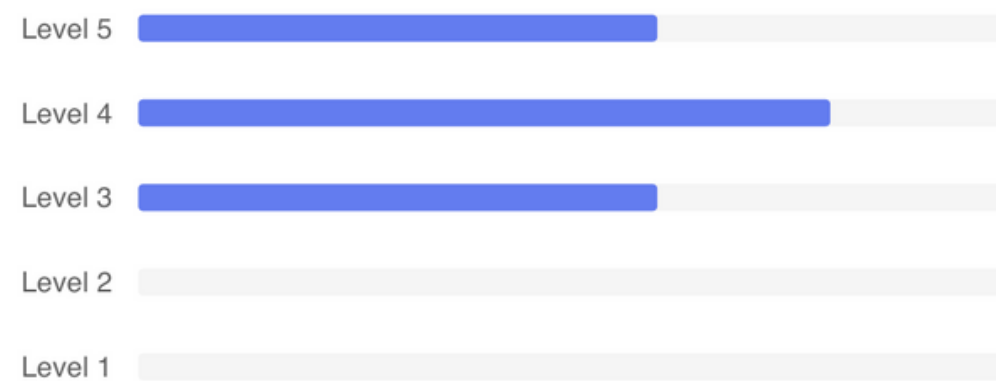
- brainstorming
- diversity of members and their vast knowledge of issues impacting seniors on the N.S.
- messaging of what is going on and informing participants
- opportunity to better understand the external agency landscape

Question type: long answer

Responses: 7

Satisfaction Rates

4.00
Average Rating



Q8: How strongly do you feel that the SWG meetings represent the diversity of organizations on the North Shore?

Question type: rating scale (1: least; 5: most)

Responses: 10

Q9: Who should be included in the SWG meetings isn't already a member?

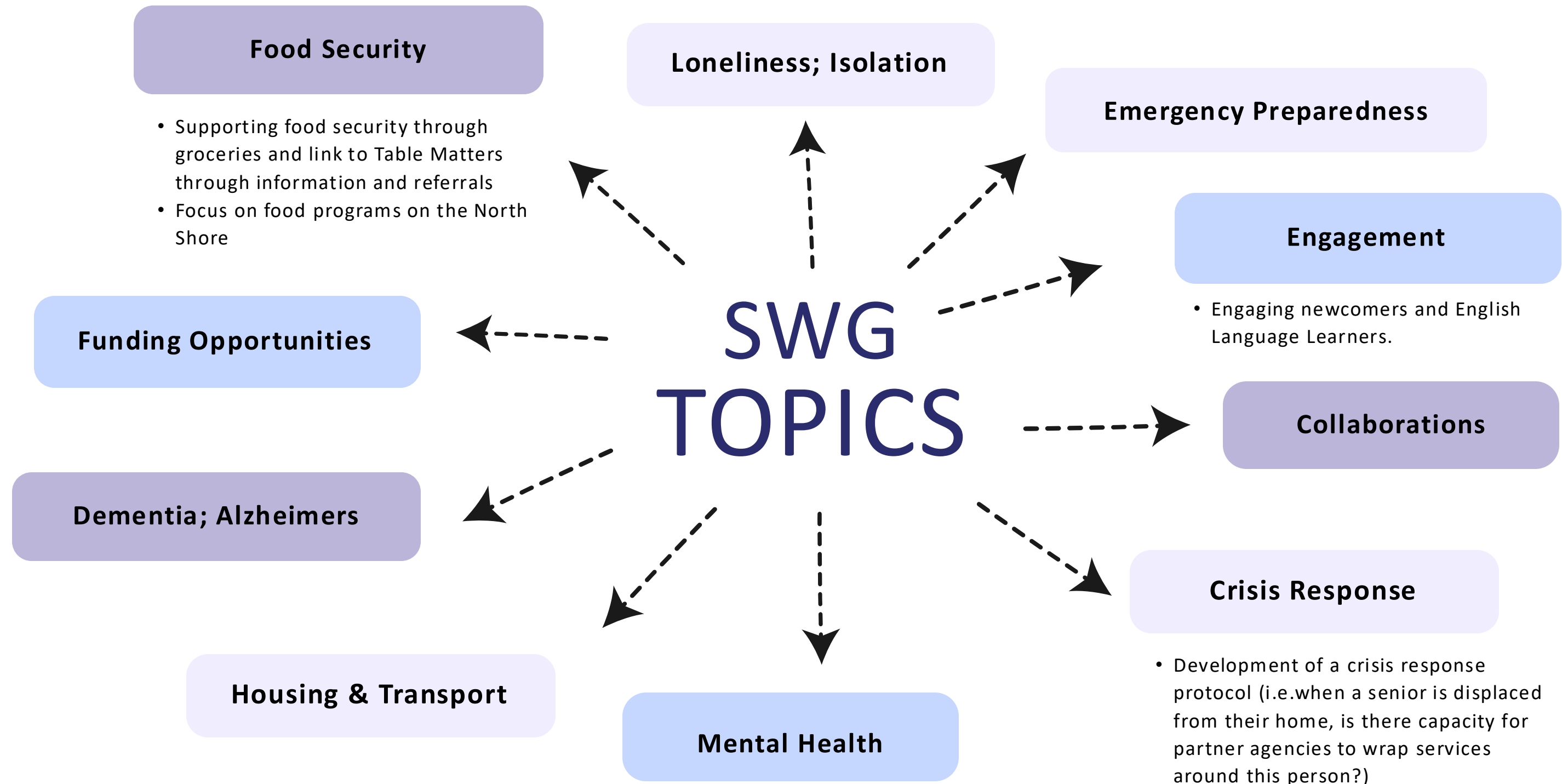
- Representation from agencies who serve newcomers and people with disabilities
- Staff from Elders' programming in Squamish & Tsleil Waututh Nations
- Pride Alliance
- Middle Eastern Groups
- Involvement of smaller/newer organizations
- People working in government

Question type: long answer

Responses: 7

Satisfaction Rates

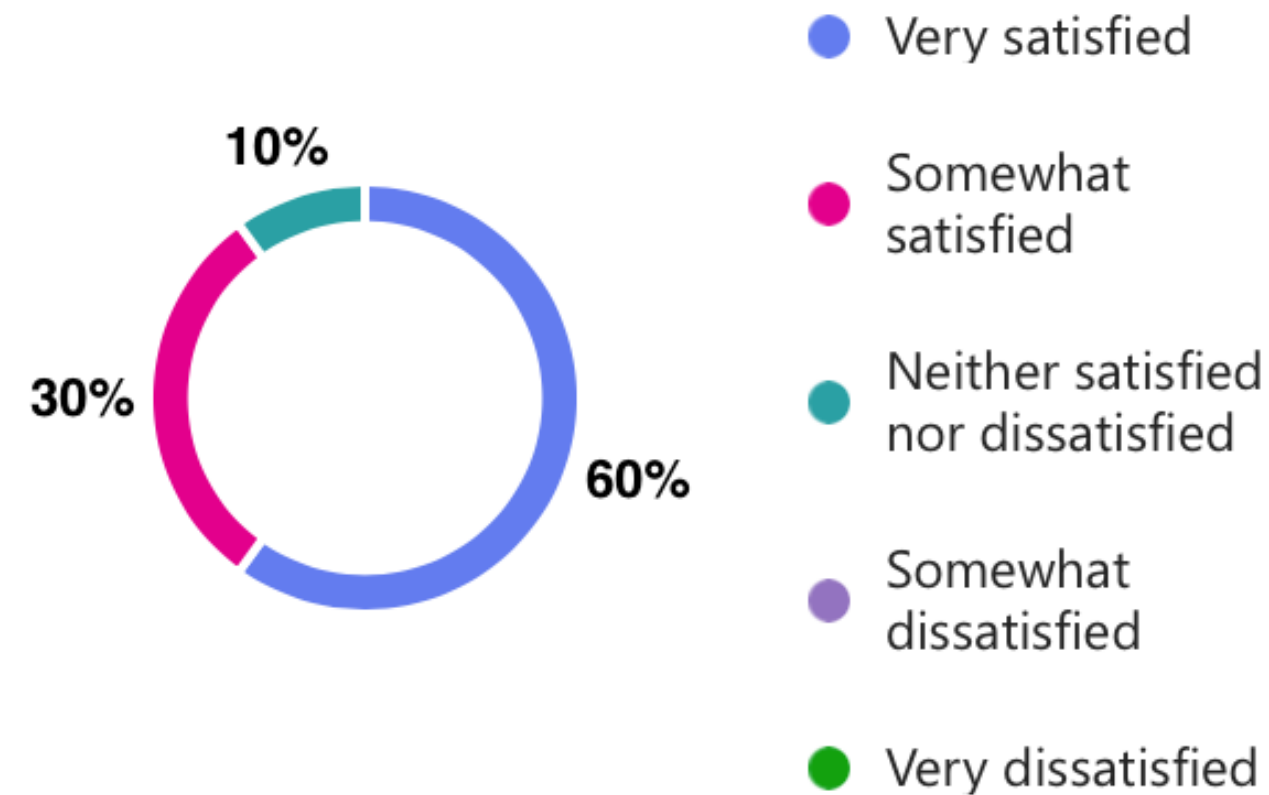
Q10: What topics would you like to discuss in future SWG meetings?



Responses: 10

Question type: long answer

Collaborations



Q11: How satisfied are you with the collaborations fostered through the SWG?

Question type: multiple choice

Responses: 10

Q12: What future collaborations would you like to see?

- Collaborative funding
- Governmental Collaboration
- Indigenous Collaboration
- Intergenerational Collaboration
- Arts-Based Collaboration
- Emergency Response Collaboration

Question type: long answer

Responses: 7

Meeting Preferences

Q13: What is your preferred meeting format?

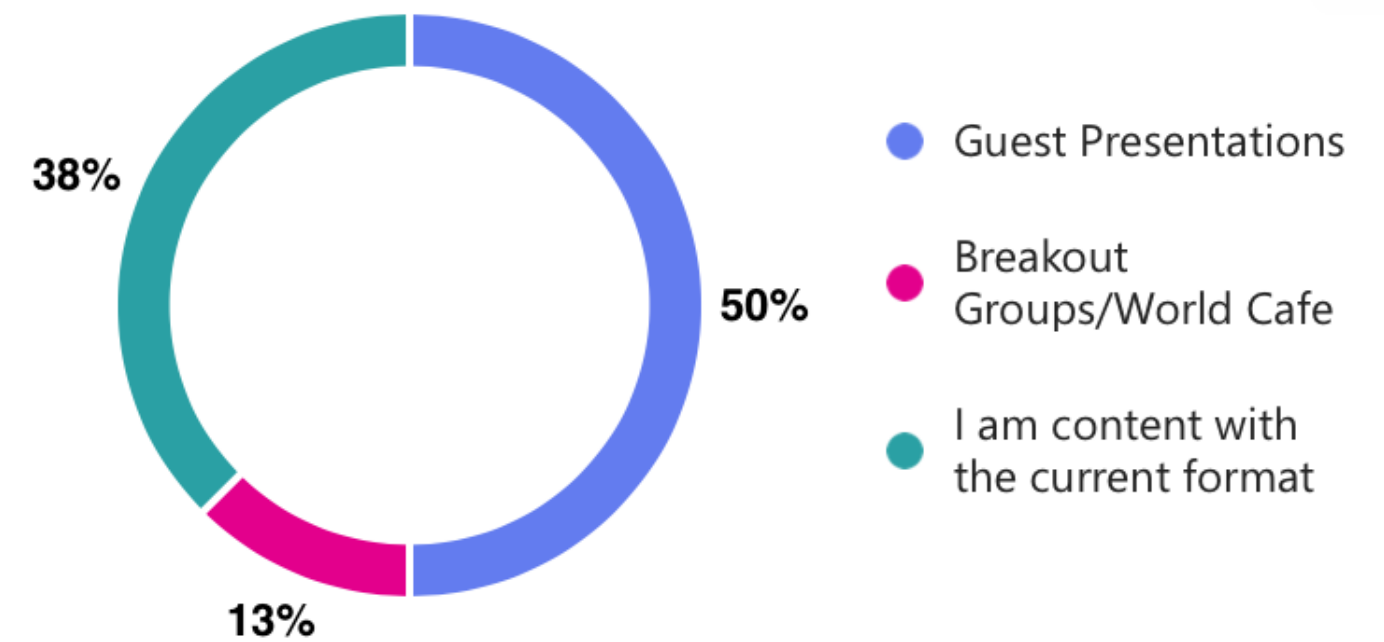
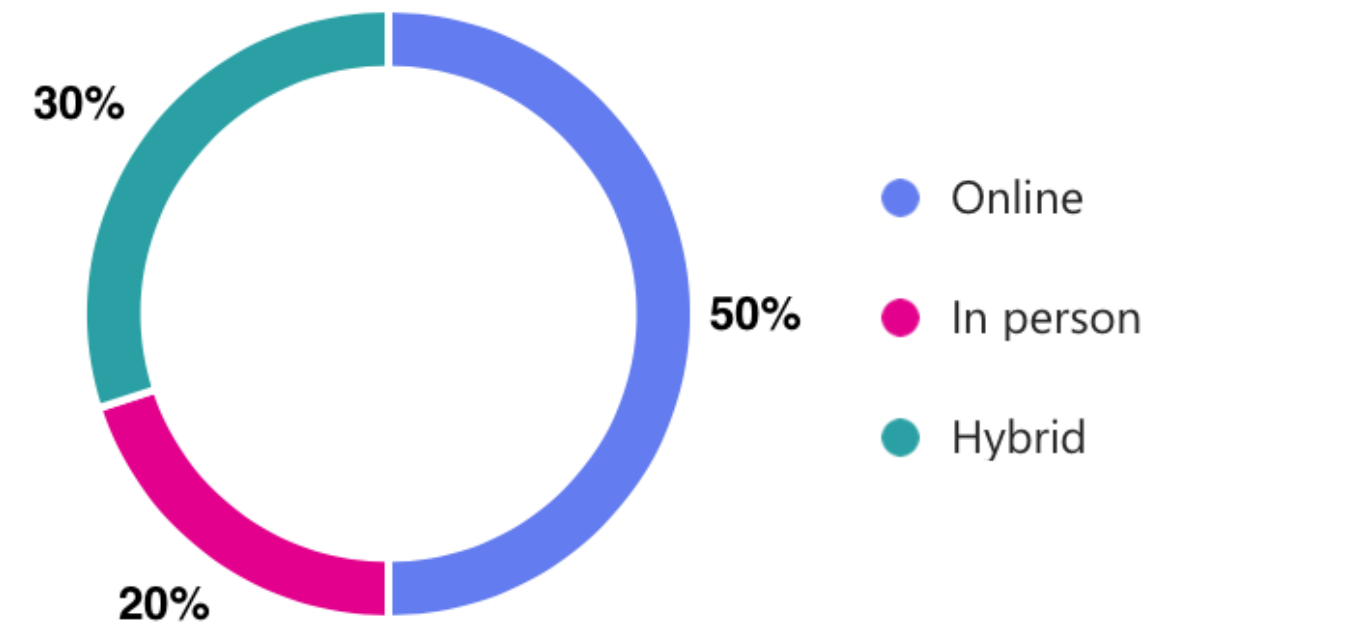
Question type: multiple choice

Responses: 10

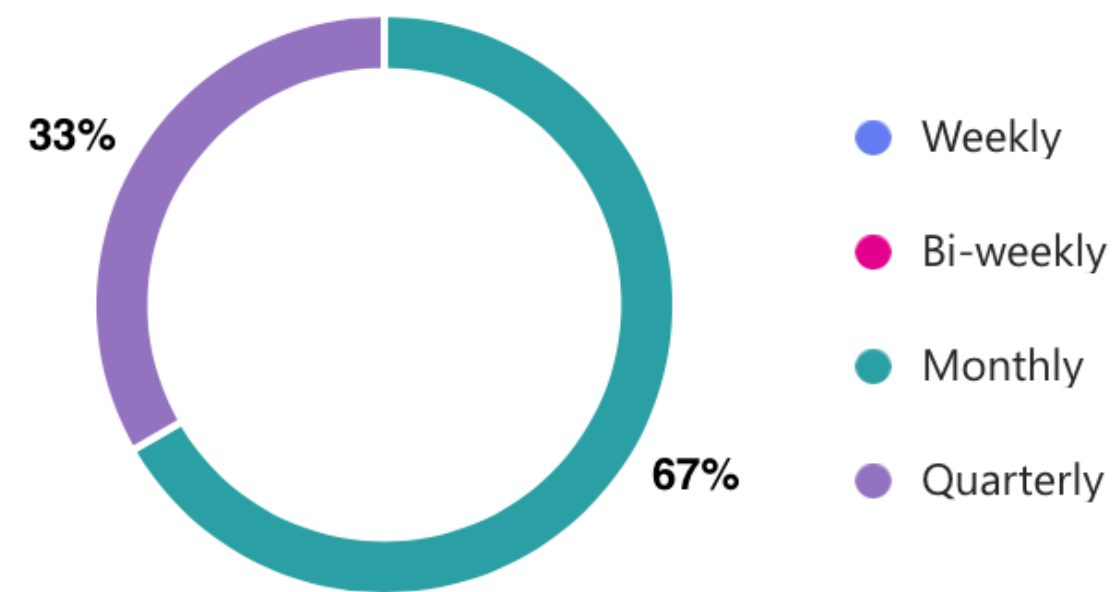
Q14: What are the formatting options that you would like to see in future meetings?

Question type: select choices

Responses: 10



Meeting Preferences



Q15: How frequently would you like to meet?

Question type: multiple choice

Responses: 10

Q16: Additional Comments

- “I would like to meet every two months.”
- “Fantastic Job. I think having this group has given the North Shore a competitive advantage compared to other regions.”
- “Keep up the good work.”
- “Appreciate the commitment of all to keep this group running and organized.”

Concluding Thoughts...

Importance of SWG:

- Facilitating connection and collaboration
- Fostering a sense of community among service providers
- Supporting information sharing and problem-solving

Priorities

- Seeking new Seniors Working Group members to diversify and increase opportunity for connection
- Provide more opportunity for collaborative funding
- Facilitate an open space for dialogue and problem-solving regarding relevant issues in the GERO world.

Guiding Questions

1. What topics would you like to prioritize for the coming months?
2. Which guest presenters would you like to hear from?



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Thank You!

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Find out more!

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